A3 problem solving template with example

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| **Problem** | Code deployments create errors elsewhere in application | **Name** | Søren Pommer | **Date** | 31-01-2018 |

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| **1. Problem - current condition** | **3. Cause analysis** |
| We rush to deploy a hotfix to fix a bug. This then creates bugs elsewhere. | The application is fully integrated and changes in one part may impact other parts. It’s very hard to predict where this can happen but it most often involves customer data that is impacted in ways that we don’t see on our test account, or on the local developer machine. |
| **2. Goal - target condition** | **4. Countermeasures - Action plan** |
| We must develop and deploy hotfixes fast (within 24 hours) but with no errors elsewhere in the application. | 1. Create script to automatically copy problem account to staging server so problem can be tested on replica of customer data for accurate confirmation if problem is resolved. 2. Develop automated test to test all api calls for account to check that none fail. 3. Allow for customer to test and validate using staging server. 4. Allow for more effective rebuild of production environment. |
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| **5. Verify** |
| * Sample account with large amount of data is correctly replicated. * Procedure doesn’t fail 3 times. |